



# Appendix A

## Key Contacts

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### Operational Contacts

Following is space for you to record the key contacts for PIN-Ops located in your region and work location:

#### National Coordinator

Mike Swett  
USDA APHIS PPQ  
4700 River Road, Unit 60  
Riverdale, MD 20737-1236  
301-734-5300  
FAX: 301-734-5269  
mike.swett@aphis.usda.gov

#### Regional Coordinator

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#### Local Coordinator

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#### Other

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## Technical Contacts

### Regional Customer Service Representative

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### Local Customer Service Representative

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### Other

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## Reporting Problems

There are two ways you may report problems or concerns or provide improvements to PIN-Ops:

- 1.** Sending problems to the established Lotus Notes Discussion Database following the instructions provided below. Accessing the discussion database allows you the opportunity to see comments from others at beta sites and from developers and designers of PIN-Ops.
  - A.** Obtain an ID for Lotus Notes from your local or regional Customer Service representative.
  - B.** E-mail to Charlotte Miller ([charlotte.i.miller@aphis.usda.gov](mailto:charlotte.i.miller@aphis.usda.gov)) who will grant access to the database: Lotus Notes IDs and persons correctly spelled names as they appear in Lotus Notes.
  - C.** When a new user receives an e-mail message from Charlotte Miller, they will be prompted to click on an icon to place the database on their Lotus Notes desktop.
  - D.** Click on your Lotus Notes Desktop: PPQ PIN-Ops Discussion on Data01. You can access it across the Internet the same as the mail database, except the address is Data01 instead of Mail01. (Contact your local or regional Customer Service

representative to learn how to access Lotus Notes via the Internet when you are not at a WAN connected site or are traveling.)

**2.** Contacting one of the individuals listed below.

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301-734-5300  
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